

Clean Water Infrastructure Program

Frequently Asked Questions

Who will the rate adjustments affect?

The water and sewer rate adjustments will affect all water and/or sewer customers of Metro Water Services (receiving a bill from Metro Water Services) and customers of utilities which receive services from Metro Water Services. (Contact the utility you receive your water bill from to determine if your rates will be impacted.)

The stormwater fee will affect all Davidson County properties with impervious (hard) surfaces with the exception of those in the six satellite cities (Belle Meade, Berry Hill, Forest Hills, Goodlettsville, Lakewood and Oak Hill), which do not receive stormwater services from Metro Water Services.

How much will my monthly water bill increase?

The impact on bills will vary from customer to customer based on their monthly water and sewer usage, and for stormwater, the amount of impervious square footage on their property. With the water, sewer and stormwater rate adjustments, the average residential bill will increase \$6.76 during the first year of the three-year adjustment.

When will I begin to see a change in my water bill?

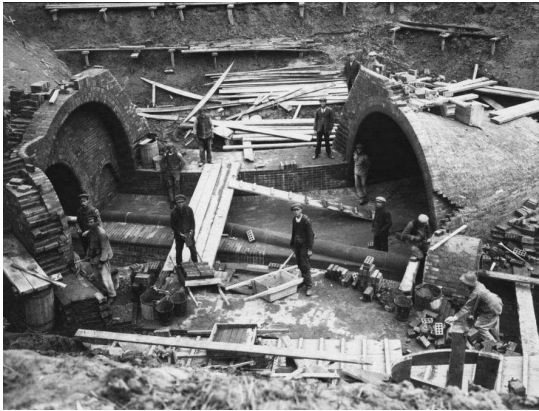
Since all rate changes must be approved by the Metro Council, the timeline will be dependent upon Council action. The anticipated timeline is for the water and sewer rate increases to take effect May 1, 2009. Customers will begin to see the rate changes reflected in their bills beginning June 1, 2009. The stormwater fee will appear on water and sewer bills beginning July 1, 2009.

What if I do not receive water or sewer services from Metro Water Services; Will I still be billed for stormwater?

Yes. Property owners without a water meter will be billed quarterly or semi-annually for the applicable stormwater fee for their property. The bill will be sent to the property owner per tax records from Metro Water Services or water provider.

Why are rate adjustments needed at this time?

- Nashville's last rate increase was in 1996.
- Current rates are not sufficient to cover the cost of a necessary capital improvement program.
- Like many water systems around the country, Nashville's water infrastructure is aging and in need of repair.
- Federal regulations on water quality have increased.
- Without additional revenue Metro Water Services will not be able to properly maintain its infrastructure, which could lead, more expensive repairs needed in the future, lower quality drinking water and even fines from the federal government.



Some of Metro Water Services' facilities and pipes date back to the 19th century.

Will this program change late fees or capacity fees?

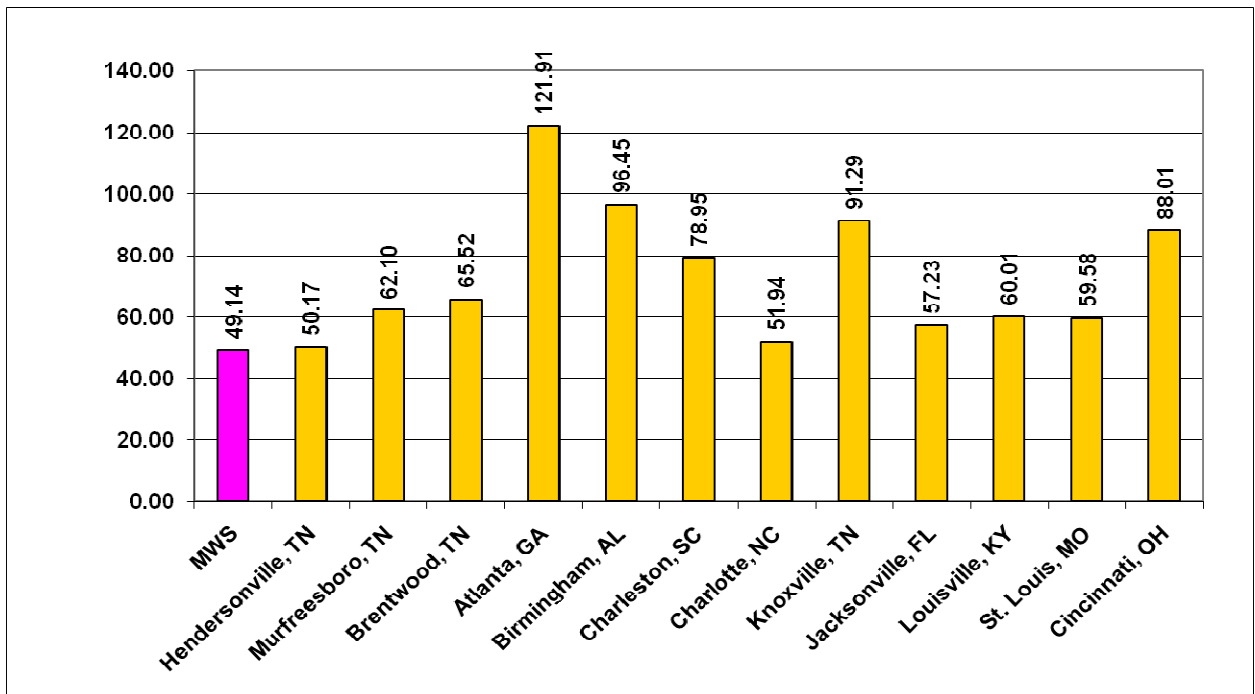
Yes. The late fee will be reduced to \$2.50 or 5 percent of the total bill, whichever is more. In addition, the grace period before being charged a late fee will be extended from 15 days to 20 days from the bill date. Capacity fees for both water and sewer will be reduced by 50 percent.

Why are sewer rates higher than water rates?

The difference in water and sewer rates is due to the fact that sewage treatment is much more expensive than water treatment. Also, since sewage is a corrosive product there are many needed repairs to our aging sewer infrastructure that will be funded by the Water System Improvement Program. These repairs will eliminate sewer overflows, which will help improve and protect our environment.

How do the adjusted rates compare with those charged in other cities?

The average residential water bill in Nashville under current rates is equal to or below the average bill in most peer cities. With the proposed rate adjustments, this will still be the case:



Will customers continue to receive the automatic sprinkler adjustment during the summer months?

Yes. From April to November, customers' bills are automatically adjusted to reflect a sprinkler credit. This will not change with the Clean Water Infrastructure Program.

When will the stormwater problem on my property or in my neighborhood be fixed?

Contact Metro Water Services' customer service line at (615) 862-4600 to find out.

Will I be able to notice the improvements made to our water system?

The Clean Water Infrastructure Program will fund:

- \$500 million in capital projects to Nashville's water and sewer system over the next five years
- More than \$10 million per year of stormwater capital projects



Metro Water Services has made great progress over the last several years in cleaning up the Cumberland River and the many streams and creeks in our communities. This program will further those efforts by preventing further pollution from stormwater runoff and sewer overflows. The

capital program will also include replacing and cleaning some of the older water mains (see image below of water main before and after being cleaned and lined).

While the quality of Nashville's drinking water already exceeds state and federal requirements, these changes will further improve our water quality and ensure we have plenty of safe, clean drinking water now and in the future.

What can I do to lower my monthly bill?

The best way to save money on both the water and sewer portions of your bill is to reduce water consumption. There are many ways customers can conserve water:

- Check your home for leaks and make necessary repairs. Even a minor leak can waste more than 20 gallons of water a day, which is over 7,000 gallons per year.
- Reduce water use by turning the water off while brushing your teeth and taking shorter showers.
- Use low flow toilets.

Other water conservation tips can be found at

www.nashville.gov/water/conserving_water.htm and www.epa.gov/watersense/.

Have a question not answered here?

E-mail your question to cwip@nashville.gov.